*Download, add your comment /question and email to* [*projectscaffold2021@gmail.com*](mailto:projectscaffold2021@gmail.com)

*Thank you for making a contribution!*

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| Best Practice Name: | **Resident Communication** | Best practice number: | | 5043-001-001 | |
| 1. **Comment or Question** | | | | | |
| I like the twice a month meetings with resident committee.  We involve residents where possible in projects. | | | | | |
| Organisation / Individual: | Methodist Homes | | Project Scaffold member number: | | 5065 |
| 1. **Comment or Question** | | | | | |
| Very active whatsApp group in the residents in village; SMS alternative for those without WA. Emails to all. Monthly newsletter (from staff to residents), Monthly town hall meeting lead by chairperson of resident advisory committee, management is present to answer questions. Minutes of RAC meeting,. B2  Communication with staff, WhatsApp group, Care mananger has a standing video call call every Wednesday evening at 9 with the night shift. | | | | | |
| Organisation / Individual: | Kidbrook Place | | Project Scaffold member number: | | 5055 |
| 1. **Comment or Question** | | | | | |
| -Have resident committees.  -Additionally, they have a resident representative in each passage. To distribute information, remind others from room to room and support those the cannot access the WhatsApp group. The organisation also adds reminders of bigger events in post boxes of each resident.  -Careworker also reminds residents in the morning of the event for the day. | | | | | |
| Organisation / Individual: | Cura Senes | | Project Scaffold member number: | | 5051 |
| 1. **Comment or Question** | | | | | |
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| Organisation / Individual: |  | | Project Scaffold member number: | |  |
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